introducing the
mihealth card
for medicaid beneficiaries

Comprehensive Information

MDCH Provider Inquiry
P.O. Box 30479
Lansing, MI 48909-7979

Telephone: 1-800-292-2550
providersupport@michigan.gov

www.michigan.gov/mdch
*(Go to "Providers" and click on
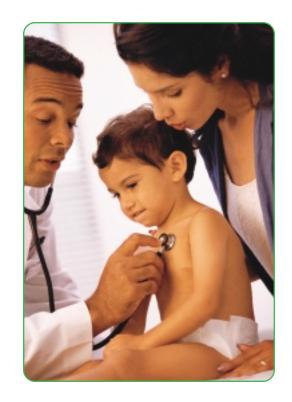"Information for Medicaid Providers")*

mihealth card web site
www.mihealth.org

What is the "**mihealth**" card?

Michigan Medicaid will begin replacing its current paper beneficiary identification card with the **mihealth (my health) card**, a permanent, plastic, magnetic stripe identification card. Between January 1, 2003 and March 31, 2003, each Medicaid, Children's Special Health Care Services and/or Maternity Outpatient Medical Services Beneficiary will receive the new Medicaid ID card called the **mihealth card**.

How the **mihealth card** works

The **mihealth card** uses the same swipe technology used for credit cards. Magnetic swipe technology allows providers access to up-to-date beneficiary eligibility information. Many other state Medicaid programs already use magnetically encoded cards like the mihealth card for their beneficiaries. Card readers and software are available through Medifax EDI, Inc., our official eligibility verification vendor.

Now there are more ways to verify eligibility

The **mihealth card** is the newest way to access Michigan Medicaid's Eligibility Verification System. This is a technology upgrade. None of the current eligibility verification methods will be eliminated. Additionally, Michigan Medicaid has upgraded the Automated Voice Response System with faxed back eligibility responses.

The **mihealth card** is cost effective

Michigan Medicaid will save substantial resources by not printing and mailing new eligibility cards each month. Switching to plastic cards has reduced administrative costs for other states' Medicaid programs. In addition, fewer cards are lost or stolen.

Provider benefits

1 Increases the number of options for checking eligibility

2 Using magnetic swipe technology reduces data input errors

3 Checking eligibility is easier and quicker using magnetic swipe technology

4 24-hour eligibility and access to information with hard copy responses in seconds

Key facts about the **mihealth card**

- Between January 1, 2003 and March 31, 2003, each Michigan Medicaid, Children's Special Health Care Services (CSHCS) and/or Maternity Outpatient Medical Services (MOMS) beneficiary will receive a permanent plastic ID **mihealth card** with his or her name on it.

- Magnetic swipe technology will allow providers quick and easy access to up-to-date beneficiary eligibility information.

- The **mihealth card** is a technology upgrade, not a policy change.

- The **mihealth card** gives providers more options to choose from.

- Switching to plastic cards has reduced administrative costs for other states' Medicaid programs.

- Card readers and software are available through Medifax EDI, Inc. at 1-800-819-5003

- Possession of the **mihealth card** does not guarantee Michigan Medicaid, CSHCS and/or MOMS eligibility.

- Providers must still verify eligibility before services are provided.

- Monthly paper Medicaid ID cards will no longer be used after April 1, 2003.

- Beneficiaries must take their **mihealth card** with them when they visit the doctor, pharmacy, hospital or other medical provider.

- Beneficiaries will keep this card and use it each month they are eligible for Medicaid, CSHCS and MOMS benefits.

Need more information?

Michigan Department of Community Health

www.michigan.gov/mdch

The mihealth card web site

www.mihealth.org

Medifax EDI, Inc.

1-800-819-5003

Beneficiary Helpline — Beneficiaries Only

1-800-642-3195

Provider Inquiry — Providers Only

1-800-292-2550

Provider Inquiry
P.O. Box 30479
Lansing, MI 48909-7979

providersupport@michigan.gov

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"I tried to click on a web link but nothing happened."

If you click on a web link (blue underlined copy) and nothing happens, make sure you are connected to the Internet and the host is responding.

"Nothing happens when I click on an e-mail link, even though I'm connected to the Internet."

If you are connected to the Internet and you click on an e-mail link, the e-mail window will open, but it may be hidden under the PDF … switch over to your Internet program or minimize Acrobat Reader to find the e-mail window.

"The edges of the newsletter get cut off when I try to print."

The e-newsletter is formatted to a standard letter-sized page (8.5 x 11). However, most printers will not print right to the edge of the paper … try printing the newsletter at 95% size, or smaller if necessary.